

**UNITED STATES OF AMERICA  
BEFORE THE NATIONAL LABOR RELATIONS BOARD  
REGION 14**

**STARBUCKS CORPORATION**

**and**

**Case 14-CA-291278**

**CHICAGO & MIDWEST REGIONAL JOINT  
BOARD, WORKERS UNITED/SEIU**

**COMPLAINT AND NOTICE OF HEARING**

This Complaint and Notice of Hearing is based on a charge filed by Chicago & Midwest Regional Joint Board, Workers United/SEIU (the Union). It is issued pursuant to Section 10(b) of the National Labor Relations Act (the Act), 29 U.S.C. § 151 et seq., and Section 102.15 of the Rules and Regulations of the National Labor Relations Board (the Board) and alleges that Starbucks Corporation (Respondent) has violated the Act as described below.

**1**

A. The charge in this proceeding was filed by the Charging Party on February 25, 2022, and a copy was served on Respondent by U.S. mail on February 28, 2022.

B. The first amended charge in this proceeding was filed by the Charging Party on April 7, 2022, and a copy was served on Respondent by U.S. mail on April 11, 2022.

C. The second amended charge in this proceeding was filed by the Charging Party on April 21, 2022, and a copy was served on Respondent by U.S. mail on the same date.

D. The third amended charge in this proceeding was filed by the Charging Party on April 25, 2022, and a copy was served on Respondent by U.S. mail on April 26, 2022.

A. At all material times, Respondent has been a Washington corporation with an office and place of business at 302 Nichols Road in Kansas City, Missouri (Respondent's facility), and has been engaged in operating public restaurants selling food and beverages.

B. In conducting its operations during the 12-month period ending March 31, 2022, Respondent derived gross revenues in excess of \$500,000.

C. During the 12-month period ending March 31, 2022, Respondent, in conducting its operations described above in paragraph 2A, purchased and received at its Kansas City, Missouri facility goods valued in excess of \$50,000 directly from points outside the State of Missouri.

D. At all material times, Respondent has been an employer engaged in commerce within the meaning of section 2(2), (6), and (7) of the Act.

3

At all material times, the Union has been a labor organization within the meaning of Section 2(5) of the Act.

4

At all material times, the following individuals held the positions set forth opposite their respective names and have been supervisors of Respondent within the meaning of Section 2(11) of the Act and agents of Respondent within the meaning of Section 2(13) of the Act):

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**5**

A. About February 22, 2022, Respondent, by (b) (6), (b) (7)(C), at Respondent's facility, threatened employees with more strict enforcement of the dress code because they engaged in union activity.

B. About February 23, 2022, Respondent, by (b) (6), (b) (7)(C), at Respondent's facility, threatened to withhold future wage increases or benefits if employees chose the Union as their collective bargaining representative.

**6**

A. Since about February 22, 2022, Respondent more strictly enforced its dress code.

B. Respondent engaged in the conduct described above in subparagraph 6A because the employees of Respondent assisted the Union and engaged in union activities, and to discourage employees from engaging in these activities.

**7**

By the conduct described above in paragraph 5, Respondent has been interfering with, restraining, and coercing employees in the exercise of the rights guaranteed in Section 7 of the Act in violation of Section 8(a)(1) of the Act.

**8**

By the conduct described above in paragraph 6, Respondent has been discriminating in regard to hire or tenure or terms or conditions of employment of its employees, thereby discouraging membership in a labor organization in violation of Section 8(a)(1) and (3) of the Act.

**9**

The unfair labor practices of Respondent described above affect commerce within the meaning of Section 2(6) and (7) of the Act.

A. **WHEREFORE**, as part of the remedy for the unfair labor practices set forth above, the General Counsel seeks an Order requiring Respondent to electronically post the Notice to Employees if Respondent customarily uses electronic means such as an electronic bulletin board, e-mail, text message, website, or intranet to communicate with those employees.

B. **WHEREFORE**, as part of the remedy for the unfair labor practices set forth above, and in order to ensure future compliance with the law, the Board should order the Respondent to conduct a training session for its managers and supervisors on their obligations under the National Labor Relations Act.

C. **WHEREFORE** as part of the remedy for the unfair labor practices set forth above, and in order to ensure future compliance with a Board Order, the Order should provide that a duly-appointed Board agent may enter the Respondent's facility, during the 60 day posting period, at reasonable times and in a manner not to unduly interfere with the Respondent's operations, for the limited purpose of determining whether the Respondent is in compliance with the notice posting, distribution, and mailing requirements.

D. The General Counsel further seeks all other relief as may be just and proper to remedy the unfair labor practice.

#### **ANSWER REQUIREMENT**

Respondent is notified that, pursuant to Sections 102.20 and 102.21 of the Board's Rules and Regulations, it must file an answer to the complaint. The answer must be **received by this office on or before May 12, 2022 or postmarked on or before May 11, 2022.** Respondent also must serve a copy of the answer on each of the other parties.

The answer must be filed electronically through the Agency's website. To file electronically, go to [www.nlr.gov](http://www.nlr.gov), click on **E-File Documents**, enter the NLRB Case Number,

and follow the detailed instructions. Responsibility for the receipt and usability of the answer rests exclusively upon the sender. Unless notification on the Agency's website informs users that the Agency's E-Filing system is officially determined to be in technical failure because it is unable to receive documents for a continuous period of more than 2 hours after 12:00 noon (Eastern Time) on the due date for filing, a failure to timely file the answer will not be excused on the basis that the transmission could not be accomplished because the Agency's website was off-line or unavailable for some other reason. The Board's Rules and Regulations require that an answer be signed by counsel or non-attorney representative for represented parties or by the party if not represented. See Section 102.21. If the answer being filed electronically is a pdf document containing the required signature, no paper copies of the answer need to be transmitted to the Regional Office. However, if the electronic version of an answer to a complaint is not a pdf file containing the required signature, then the E-filing rules require that such answer containing the required signature continue to be submitted to the Regional Office by traditional means within three (3) business days after the date of electronic filing. Service of the answer on each of the other parties must still be accomplished by means allowed under the Board's Rules and Regulations. The answer may not be filed by facsimile transmission. If no answer is filed, or if an answer is filed untimely, the Board may find, pursuant to a Motion for Default Judgment, that the allegations in the complaint are true.

#### **NOTICE OF HEARING**

PLEASE TAKE NOTICE on **July 5, 2022, at 10:00 a.m.**, and on consecutive days thereafter until concluded, a hearing in the above-entitled matter will commence. The hearing will be conducted via videoconferencing using the Zoom for Government platform, or by such other means and method as directed by the Administrative Law Judge. The hearing will continue on

consecutive days until concluded. At the hearing, Respondent and any other party to this proceeding have the right to appear and present testimony regarding the allegations in this complaint. The procedures to be followed at the hearing are described in the attached Form NLRB-4668. The procedure to request a postponement of the hearing is described in the attached Form NLRB-4338.

Dated: April 28, 2022



---

ANDREA J. WILKES  
REGIONAL DIRECTOR  
NATIONAL LABOR RELATIONS BOARD  
REGION 14  
1222 SPRUCE ST  
RM 8.302  
SAINT LOUIS, MO 63103-2829

Attachments